



Tips for Managers and Supervisors to Provide More Effective Counseling

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Counseling Employees

- **Why is it important?**
- **What are you trying to accomplish?**
- **What do you want to avoid?**
- **What are the obstacles?**

Approaches

- **Directive Counseling**
- **Non-Directive Counseling**

Counseling to Correct Behavior or Conduct

- **Timely**
- **Private**
- **Directive approach**
 - **Specific**
 - **Clear Expectations**
 - **Clear Consequences**

Counseling to Improve Performance

- **Non-directive approach**
- **Open questions**
- **Have examples**
- **Patience and perseverance**
- **Use silence effectively**
- **Don't argue**

Logistics

- **Place**
- **Time**
- **Organize Information**
- **Representative (?)**

Preparing for the Session

- **Research the facts**
- **Opening Statement**
- **Questions**
- **Anticipate Questions**
- **Ending Statement**

Conducting the Session

- **Begin the session**
- **Stick to the facts**
- **Listen actively**
- **Ask Questions**
- **Take Notes**
- **Ending**

Special Circumstances

- Threats
- Personal Issues
- Alcohol/Drug Abuse
- Criminal Activity

Actions Speak Louder Than Words

- **Watch your body language**
- **Review your plan**
- **Modulate your voice**
- **Be sincere**
- **Use "I" or "we"**
- **Dress the part**

Improve Your Interpersonal Skills

- Be appreciative
- Pay attention to others
- Practice active listening
- Resolve conflicts early
- Empathy
- Communicate clearly

Improve Your Interpersonal Skills (cont.)

- **Non-judgmental**
- **Discretion**
- **Social skills**
- **Genuineness**
- **Self-control**

Questions

